

Agency Activity Inventory
by Agency
Appropriation Period: FY 2006-07

Agency: R06 - South Carolina Office of Regulatory Staff

Functional Group: Transportation & Regulatory

1520 Utilities-Electric

This program is responsible for monitoring the rates and services of the jurisdictional electric utilities in South Carolina (SC) to ensure compliance with the rules and regulations of the Public Service Commission (PSC), and other applicable state and federal regulations. Performance of these duties includes inspections, audits and examinations of these utilities. The functions of this activity are governed by Article 1, Chapter 4 Title 58 of the South Carolina Code of Laws, especially 58-4-50.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$414,148	\$0	\$0	\$0	\$0	\$414,148	4.13

Expected Results:

Act in the public interest to ensure adequate and reliable service is provided at reasonable rates under prudent utility operations while also enhancing economic well being. Protect the health, safety and welfare of SC's citizens by ensuring that electric utilities operate within the regulatory and business practices established by the PSC.

Outcome Measures:

Ensure that jurisdictional electric utilities are in compliance with applicable statutes, rules, and regulations by performing appropriate tests, investigations, surveys, studies of various issues, applications, rates and services. 3 Rate fuel Hearings 7 Compliance Audits 113 Regulatory Assists 26 Recommendations

Agency: R06 - South Carolina Office of Regulatory Staff

Functional Group: Transportation & Regulatory

1521 Transportation

The Transportation Department is responsible for monitoring motor carriers of passengers, household goods and hazardous waste for disposal, and for ensuring the safety of the State's railroad system.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$659,468	\$0	\$0	\$0	\$0	\$659,468	7.88

Expected Results:

Protect the safety, health and welfare of SC's citizens by issuing certificates of public convenience and necessity to qualified applicants and monitoring the compliance of those already certificated. Protect the safety, health and welfare of SC's citizens by inspecting SC's rail and locomotive assets.

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Outcome Measures:

Ensure only applicants who meet minimum qualifications receive certificates. Take appropriate corrective action for carriers not in regulatory compliance. Provide appropriate due process. Provide consistent regulation. Conduct routine audits and inspections to ensure compliance. 5,579 Inspections 97 Compliance Complaint Audits 182 Out of Compliance with PSC 514 Tech Assist to new cos 770 assists 100% of rail inspected

Agency: R06 - South Carolina Office of Regulatory Staff

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1522 Telecommunications

This program monitors telecommunications carriers, maintains files regarding telecommunications tariffs and territorial maps, and monitors the operations of all telecommunications companies in SC. The functions of this activity are governed by Article 1, Chapter 4, Title 58 of the South Carolina Code of Laws, especially 58-4-50.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$714,158	\$0	\$0	\$0	\$0	\$714,158	7.88

Expected Results:

Protect the citizens of SC by ensuring that voice grade telephone service is available; that the rates and fees for such services are just and reasonable; that, where feasible, telecommunications competition is available, and that the telecommunications industry in South Carolina remains viable.

Outcome Measures:

Ensure that tariff filings are in the public interest. Ensure only applicants who meet appropriate qualifications receive certificates of public convenience and necessity to operate in SC. Take appropriate corrective action for carriers not in regulatory compliance. Conduct routine audits and inspections to ensure compliance. Manage the USF, ILF and TRS funds appropriately. 429 Tariffs Reviewed 2,728 Lifeline Customers \$327,360 Savings for Lifeline customers 3 Compliance Reviews

Agency: R06 - South Carolina Office of Regulatory Staff

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1523 Consumer Services

This program provides customer service to consumers with complaints and inquiries involving transportation companies and utilities providing electric, natural gas, telecommunications, water and wastewater services that are regulated by the State of

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South Carolina. Duties include investigating, mediating and resolving utility and transportation customer complaints and inquires to accomplish the statutory requirements for the Office of Regulatory Staff. Complaints and inquiries are recorded to identify trends that may impact the utilities and their customers. The public is also provided consumer education and information on utility related issues.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$517,165	\$0	\$0	\$0	\$0	\$517,165	8.00

Expected Results:

Provide customer service to consumers with complaints and inquiries involving regulated utility and transportation companies. Provide consumer education and outreach to the public. Perform test and inspections to ensure utility compliance with SC rules and regulations. Track utility customer data that will assist in problem resolution, issue identification and legislative need. Meet with utilities and transportation companies to facilitate customer service.

Outcome Measures:

Working with the utilities and transportation companies, ensure customer complaints and inquiries are investigated and resolved. Ensure consumer education and utility information is available to assist the public in making decisions about utility services and about their rights and obligations as customers. \$214,362 Recovered for consumers 4,199 Complaints handled 19 Complaints mediated 42 Meter tests conducted 11 Inspections Performed 21 Compliance Reviews

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Functional Group: Transportation & Regulatory

1524 Dual Party Relay

Pass through. "The Dual Relay Party System establishes and regulates a statewide program to provide access to basic telephone service for hearing and speech impaired persons as defined in Sections 58-9-2510, et.seq.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$2,500,000	\$0	\$0	\$0	\$0	\$2,500,000	0.00

Expected Results:

Distribute equipment in which a hearing or speech impaired person can communicate with an intermediary party who then relays the message to a third party. Select a statewide relay system to handle all interstate telecommunications devices calls. Provide close-captioning to television stations operating in major market cities for the hearing impaired. Monitor close-captioning grant to SCETV for schools and special programming.

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Outcome Measures:

3,880 Pieces of equipment distributed Rate reduced \$.01 per line 94.4% stated equip changed their quality of life

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1525 Administration

This program provides support to agency programs including executive leadership, financial services (accounting, procurement, budgeting, etc), human resource management, facilities and information technology management, public information and information services, legislative coordination and other needed administration functions.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$1,105,694	\$0	\$0	\$0	\$0	\$1,105,694	12.00

Expected Results:

Ensure agency remains solvent, is operating efficiently and is staffed appropriately. Ensure the appropriate infrastructures and support systems are in place and operating correctly. Ensure agency communications internally and externally are effective and legislative needs are addressed.

Outcome Measures:

Ensure efficient operation of the organization, effective communications and that legislative obligations are met.
 Remained within budget Increased gross receipt reporting compliance 37%

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1609 Legal

This program represents ORS in legal proceedings before the PSC and in state and federal courts. Duties include advising the ORS staff on a day to day basis. Legal services provided on a day to day basis include: legal interpretations of state and federal statutes, regulations, and case law; contract development and interpretation; employment matters; litigation; mediation; and case preparation and management.

FY 2006-07

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Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$839,874	\$0	\$0	\$0	\$0	\$839,874	8.00

Expected Results:

Protect the public interest in utility regulatory matters by participating in cases before the PSC. Present the position of the ORS in proceedings striving for client satisfaction and meeting and exceeding professional standards. Conduct mediation to resolve issues more expeditiously and to reduce costs to stakeholders.

Outcome Measures:

Participate in utility regulatory matters and meet deadlines associated with these matters. 85 Settled 79 Hearings 29 Mediations 88 Expedited Proceedings 222 New Cases 100% of deadlines were met

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1610 Utilities-Natural Gas

This program is responsible for monitoring the rates and services of the investor owned natural gas utilities in South Carolina to ensure compliance with the rules and regulations of the PSC, and other applicable state and federal regulations. Performance of these duties includes inspections, audits and examinations of these utilities, as well as pipeline safety. The functions of this activity are governed by Article 1, Chapter 4 Title 58 of the South Carolina Code of Laws, especially 58-4-50.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$622,805	\$0	\$0	\$0	\$0	\$622,805	6.86

Expected Results:

Act in the public interest to ensure adequate and reliable service is provided at reasonable rates under prudent utility operations while also enhancing economic well being. Protect the health, safety and welfare of SC's citizens by ensuring that gas utilities operate within the regulatory and business practices established by the PSC.

Outcome Measures:

Ensure that investor owned natural gas utilities are in compliance with applicable statutes, rules, and regulations by performing appropriate tests, investigations, surveys, studies of various issues applications, rates and services. Ensure integrity of the natural gas infrastructure by performing routine pipeline safety inspections. 266 Pipeline Inspections completed 20 Technical Assists 2 Rate Stabilization Filings

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1611 Audit

ORS performs audits of regulated utilities' applications for changes in rates, charges and tariffs to verify the completeness, accuracy and fair presentation of the financial data used to justify the changes; and, monitors the operating results of utility companies to ensure that rates, charges and tariffs being charged are in accordance with the orders issued by the PSC.

FY 2006-07						
Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$1,195,406	\$0	\$0	\$0	\$0	\$1,195,406	16.00

Expected Results:

Protect the rate paying public and the service providers in SC by ensuring that the financial data presented as justification for changes in rates, charges and tariffs is complete, accurate and fairly stated. Ensure that rates, charges and tariffs being charged do not exceed those authorized by the PSC.

Outcome Measures:

Ensure the financial data supporting the applications before the PSC have been examined and found to conform with accepted regulatory accounting standards. Ensure that the regulated utilities are billing in accordance with PSC orders. 35 Technical Consultations 8 Rate Cases 25 Telecom Audits 3 Fuel Adj Audits 3 Purchase Gas Adj Audits 11 Impact Studies 24 PCN Requests

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1612 Water/Wastewater

This program is responsible for monitoring investor owned water and wastewater utilities in the state for compliance with PSC rules and regulations with regard to operations and rates.

FY 2006-07						
Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$276,696	\$0	\$0	\$0	\$0	\$276,696	2.25

Expected Results:

Protect the health, safety and welfare of SC's citizens by ensuring that investor owned water and wastewater utilities operate within the regulatory and business practices established by the PSC.

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Outcome Measures:

Ensure that utilities are in compliance with PSC rules and regulations. Take appropriate corrective action for carriers not in regulatory compliance. Conduct routine audits and inspections. 45 Inspections 15 Contract Reviews 16 Business Reviews Increased number of utilities in compliance with bonding requirements by 100% Saved consumers \$675,000

AGENCY TOTALS

South Carolina Office of Regulatory Staff

TOTAL AGENCY FUNDS	TOTAL GENERAL FUNDS	TOTAL FEDERAL FUNDS	TOTAL OTHER FUNDS
\$8,845,414	\$0	\$0	\$8,845,414
	TOTAL SUPPLEMENTAL FUNDS	TOTAL CAPITAL RESERVE FUNDS	TOTAL FTEs
	\$0	\$0	73.00